



Commonwealth of Kentucky
Department for Medicaid Services
Division of Program Quality & Outcomes

Web-Based Provider Directory Validation Study
Summary Report - Final

February 2015

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INTRODUCTION

As part of the newly founded Kentucky managed care system, validation of each managed care organizations (MCO) web-based provider directory should be conducted by the external quality review organization (EQRO) to ensure information provided to members is consistent with the information that the MCOs report to the Kentucky Department for Medicaid Services.

In accordance with the Code of Federal Regulations (CFR) 42(4) § 438.10 (f) (6i), managed care enrollees have the right to access a listing of all providers who participate in the managed care plan. This listing is to contain contact information for each participating provider, as well as other pertinent information useful to enrollees including: address, phone number, languages spoken other than English, primary specialty and provider's panel status. MCOs are required to keep their provider directory current and accurate. The web directory must contain information as required by statute, regulation and the Medicaid contract.

The Web-Based Provider Directory Validation Study is one of a variety of activities performed to ensure enrollees are being provided accurate information regarding the providers comprising the health plans' provider networks. It is essential that enrollees have up-to-date and accurate information to enable them to contact their providers and schedule appointments that are timely and within easy access to their homes.

The objectives of this study were to determine the following:

- a) All providers included in the MCAPS submission for each MCO are displayed in the web-based provider directory.
- b) Provider information published in the MCOs' web directories is consistent with the information reported in the MCAPS and/or the provider network survey responses.

METHODOLOGY

In October 2014, DMS sent IPRO five files containing each MCOs MCAPS submission for the most recent monthly provider data. The MCOs are Anthem Blue Cross Blue Shield, CoventryCares of Kentucky, Humana CareSource, Passport Health Plan and WellCare of Kentucky.

IPRO conducted a two-phase mailing to validate the accuracy of the MCAPS data submissions for Primary Care Physicians (PCPs) and specialists participating with any of the five MCOs operating in Kentucky with a Medicaid product line. Survey responses were compared to information in the MCAPS and an error rate was computed for each data element that is validated. The resulting report is the *Validation of Managed Care Provider Network Submissions: Audit Report, February 2015*. For this audit, a random sample of 100 PCPs and 100 specialists was drawn for each plan, resulting in a total sample size of 1,000 providers. These providers received a survey by mail asking them to validate their information based on the MCAPS information. For this web validation study, a random sample of 50% of providers who responded to the survey was drawn, but no more than 50 providers from each MCO, i.e., 25 PCPs and 25 specialists. For Passport Health Plan, however, the high number of excluded¹ surveys meant that a full sample of 50 providers could not be drawn.

The response rate summary for the provider network survey and the final sample size for the web directory validation study by MCO are presented in Table 1 below:

¹ Reasons for exclusions included surveys that were undeliverable, provider was no longer at the location reported in the MCAPS or the provider no longer participates in the health plan's provider network.

Table 1: Provider Network Survey Response Rates and Web Directory Validation Study - Final Sample by MCO

	Provider Network Survey					Web Validation
Plan	Initial Sample Size	Undeliverable Surveys	Adjusted Sample Size	Returns	Response Rate	Sample Size
Anthem Blue Cross Blue Shield	200	33	167	118	70.7%	50
CoventryCares of Kentucky	200	22	178	93	52.2%	49
Humana CareSource	200	26	174	111	63.8%	50
Passport Health Plan	200	27	173	109	63.0%	50
WellCare of Kentucky	200	20	180	114	63.3%	50
TOTAL	1,000	128	872	545	62.5%	249
ALL PCPs	500	57	443	300	67.7%	124
ALL Specialists	500	71	429	245	57.1%	125

*For CoventryCares of Kentucky, the web validation sample was comprised of 24 PCPs and 25 Specialists.

For each survey that was included in the web validation sample, the reported provider information was validated against the corresponding MCO's web directory within one week of receiving the survey response in order to minimize the chance that any differences were due to real provider information changes over time. Web-based directories were searched using the sampled providers' names.

A Microsoft Access database was developed by IPRO, which presented MCAPS data and provider network survey responses side by side. If the information published in the MCOs web directories matched either the MCAPS or the provider's survey response, the information was considered accurate.

Pertinent provider information that was validated includes:

- 1) Provider Name (Last Name, First Name)
- 2) Address (Address Line 1, Address Line 2, City, State, Zip Code)
- 3) Telephone Number
- 4) Primary Specialty
- 5) Provider Type (PCP or Specialist)
- 6) Panel Status (Open or Closed)
- 7) Languages Spoken by Provider and/or Staff

Calculating Rates of Accuracy

The following accuracy rates were calculated:

- 1) **Rate of Providers Found in Web Directory** – This rate was calculated to identify the number of providers in the web validation sample that was found in the corresponding MCO's web-based directory. Sampled providers were searched by their first and last names in the web-based directory; therefore, this rate is equal to the accuracy rate of providers' names. It is defined as the number of providers in the validation sample that was found in the web directory, divided by the total number of providers in the validation sample.
- 2) **MCO Overall Accuracy Rate** – This rate identifies the number of providers in the validation sample that had accurate information when checked against the web-based directory. It is defined as the number of providers in the web validation sample that had accurate data reported for all the fields, divided by the total number of providers from the validation sample that were found in the web-based directory.
- 3) **MCO Accuracy Rate by Field** – This computes the accuracy rates (per field) reviewed. For each field, the rate is the number of providers in the web validation sample that had accurate data for a specific field, divided by the total number of providers from the validation sample that were found in the web-based directory.

Web Validation of Undeliverable Provider Network Surveys

As a subanalysis, a random sample of 30 providers (3 PCPs and 3 specialists from each MCO) was drawn from the pool of undeliverable provider network surveys for the purpose of validating the addresses of these providers against the addresses published in the MCOs' web directory.

There were three outcomes observed in this subanalysis:

1. The provider was found in the web directory with the same address reported in the MCAPS.
2. The provider was found in the web directory with a different address reported in the MCAPS.
3. The provider could not be found in the web directory.

The results of the subanalysis can be found in Table 5.

RESULTS

As shown in Table 2, 90% of PCPs and 75% of specialists in the web validation sample were found in the web directories. CoventryCares of Kentucky had the lowest PCP match rate, where 18 out of the 24 (75%) sampled PCPs were found in the web directories. CoventryCares of Kentucky also had the lowest specialist match rate, where only 13 out of the 25 (52%) sampled specialists were found in the web directory. Appendix A shows the full listing of sampled providers that were not found in the web directory by MCO.

Table 2: Rate of Providers Found in Web Directory

Providers Found in Web Directory	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	24	18	24	21	24	111	14	13	23	21	23	94
Denominator	25	24	25	25	25	124	25	25	25	25	25	125
Rate	96%	75%	96%	84%	96%	90%	56%	52%	92%	84%	92%	75%

Table 3 shows each MCO's overall accuracy rate, which is the percentage of providers in the web validation sample that had consistent information reported for all fields between the web directories and the MCAPS or the provider network survey. Note that the denominator has been adjusted for this rate to include only those providers that were found in the MCOs' web directories.

Overall, 85% of sampled PCPs across all the plans and 88% of sampled specialists had accurate information published in the web directories. Anthem Blue Cross Blue Shield had the lowest overall accuracy rate for PCPs and specialists: 75% of the PCPs had accurate information listed, while 79% of Anthem Blue Cross Blue Shield's specialists had accurate information published in the web directory. WellCare of Kentucky had the highest accuracy rate for PCPs (92%), while Humana CareSource had the highest accuracy rate for specialists (96%).

Table 3: Overall Accuracy Rates by MCO

Overall Accuracy Rate	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	18	16	21	17	22	94	11	11	22	18	21	83
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	75%	89%	88%	81%	92%	85%	79%	85%	96%	86%	91%	88%

Table 4 shows the rate of accuracy for each field that was validated against the web directory. Appendix B is a listing of providers that were found to have inconsistent information listed between the web directories and the MCAPS and/or the provider network survey by field. The results of the web validation of each field are as follows:

VALIDATION FIELD	FINDINGS
Site Address	<p>High percentages of sampled PCPs and specialists across all the MCOs had consistent site addresses published in the web directories that were consistent with the site address found in the MCAPS or the provider network survey. For sampled PCPs that were listed in the web directories, the vast majority had accurate addresses listed: Anthem Blue Cross Blue Shield, Humana CareSource, Passport Health Plan and WellCare of Kentucky had accuracy rates of 100%, while CoventryCares of Kentucky had a 94% accuracy rate.</p> <p>For specialists' addresses, the accuracy rate was also high: Anthem Blue Cross Blue Shield, Humana CareSource and WellCare of Kentucky all had 100% accuracy rates, while CoventryCares of Kentucky and Passport Health Plan had 92% and 95% accuracy rates, respectively.</p>
Telephone Number	<p>High percentages of sampled PCPs (97%) and specialists (95%) across all the MCOs had consistent telephone numbers listed in the web directories and the MCAPS or the provider network survey.</p> <p>Anthem Blue Cross Blue Shield and CoventryCares of Kentucky had an accuracy rate of 100% for PCPs.</p>
Primary Specialty	<p>All the MCOs had an accuracy rate of 100% with regard to the accuracy of primary specialties for PCPs listed in the web directories and the MCAPS or the provider network survey, while Passport Health Plan had an accuracy rate of 90%.</p> <p>As for the sampled specialists, only WellCare of Kentucky (91%) and Passport Health Plan (90%) did not achieve a 100% accuracy rate with regard to the accuracy of primary specialties.</p>
Provider Type	<p>All PCPs and specialists in the validation sample had the same provider type listed in the web directories as in the MCAPS or the provider network survey.</p>

Panel Status	<p>Ninety-four percent of the PCPs from the validation sample had the same panel status information published in the web directories as in the MCAPS or the provider network survey. CoventryCares of Kentucky and Humana CareSource had 100% accuracy rates, followed by WellCare of Kentucky with 96% and Passport Health Plan with 90%.</p> <p>Anthem Blue Cross Blue Shield had the lowest accuracy rate with 83%. It was noted that for some providers, the web directory instructed members to “Contact the provider to determine if accepting new patients” instead of explicitly stating the providers’ panel status.</p> <p>Please note that panel status was not validated for specialists, since the MCAPS data requires this field for PCPs only.</p>
Languages spoken - Spanish	<p>Nearly all the PCPs (97%) and specialists (98%) in the validation sample, who had Spanish listed as one of the other languages spoken in the MCAPS or the provider network survey, had consistent information published in the web directories.</p>
Languages spoken - Other	<p>High percentages of PCPs (97%) and specialists (99%) in the validation sample that had other spoken languages listed in the MCAPS or the provider network survey had consistent information published in the web directories.</p>

Table 4: Accuracy Rates by Field

Accuracy Rate - Site Address	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	24	17	24	21	24	110	14	12	23	20	23	92
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	100%	94%	100%	100%	100%	99%	100%	92%	100%	95%	100%	98%
Accuracy Rate - Telephone Number	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	24	18	23	20	23	108	13	12	22	20	22	89
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	100%	100%	96%	95%	96%	97%	93%	92%	96%	95%	96%	95%
Accuracy Rate - Primary Specialty	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	24	18	24	19	24	109	14	13	23	19	21	90
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	100%	100%	100%	90%	100%	98%	100%	100%	100%	90%	91%	96%
Accuracy Rate - Provider Type	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	24	18	24	21	24	111	14	13	23	21	23	94
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accuracy Rate - Panel Status	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	20	18	24	19	23	104	N/A	N/A	N/A	N/A	N/A	N/A
Denominator	24	18	24	21	24	111	N/A	N/A	N/A	N/A	N/A	N/A
Rate	83%	100%	100%	90%	96%	94%	N/A	N/A	N/A	N/A	N/A	N/A
Accuracy Rate - Spanish	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	24	17	22	21	24	108	13	12	23	21	23	92
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	100%	94%	92%	100%	100%	97%	93%	92%	100%	100%	100%	98%
Accuracy Rate - Other Languages	PCPs						SPECIALISTS					
	Anthem	Coventry	Humana	Passport	WellCare	TOTAL	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	22	17	24	21	24	108	13	13	23	21	23	93
Denominator	24	18	24	21	24	111	14	13	23	21	23	94
Rate	92%	94%	100%	100%	100%	97%	93%	100%	100%	100%	100%	99%

Table 5 displays the results of the subanalysis, which validated the names and addresses of providers whose surveys were returned as undeliverable, against the information published in the web directories. According to Table 1, 128 out of the 1,000 (13%) surveys mailed for the provider network audit were returned as undeliverable. For this sub-analysis, 30 were sampled from this pool of undeliverable surveys.

Eighty percent (24 of the 30) of these “undeliverables” had the same addresses published in the MCO web directories. Since these surveys were undeliverable by the postal service, we assume they are incorrect addresses for these providers. The MCAPS data is from the October 2014 submission, while the web validation of the undeliverable provider network survey was conducted in February 2015, which means that there is a delay between the time that the provider changes location, for example, and the time that this information is received by the MCOs and, subsequently, reflected in the web directories.

Only 1 of the 30 providers (3%) among the undeliverable surveys was found in the web directory listed with a different address, and 5 of the 30 (17%) providers among the undeliverable surveys could not be found in the web directory.

The full listing of the 30 sampled undeliverable surveys can be found in Appendix C.

Table 5: Web Validation of Undeliverable Provider Network Surveys

Plan Name	In Web Directory - Same Address		In Web Directory - Different Address		Not Found in Web Directory		Total Sample
Anthem Blue Cross Blue Shield	4	67%	1	17%	1	17%	6
CoventryCares of Kentucky	4	67%	0	0%	2	33%	6
Humana CareSource	6	100%	0	0%	0	0%	6
Passport Health Plan	5	83%	0	0%	1	17%	6
WellCare of Kentucky	5	83%	0	0%	1	17%	6
Validation Outcome Total	24	80%	1	3%	5	17%	30

LIMITATIONS

1. The validation study sample only includes providers that responded to the provider network survey, and therefore, does not take into account the entire population of providers in the MCAPS.
2. The validation study considers the provider information “accurate” if the information listed in the web directory matches either the MCAPS dataset or the provider network survey, which means that the accuracy rates may be slightly inflated.
3. The methodology mentioned above also means that there is no measure of the rate of accuracy of the web directories with respect to the MCAPS and the provider network survey separately.
4. The small number of providers in the validation sample means that the rates should be interpreted with caution.

RECOMMENDATIONS

Based on the findings of this validation study, IPRO recommends:

DMS:

- 1) Follow-up with MCOs to ensure that any inaccuracies in provider information from this validation study and the provider network survey are corrected and those corrections are reflected in the MCAPS data and the web directories.
- 2) Work with MCOs to enhance the accuracy and completion of critical fields in the MCAPS, especially with respect to phone numbers, addresses and languages spoken.
- 3) Work with MCOs to enhance the accuracy of the web directories, emphasizing the importance of ensuring that the members have access to the most up-to-date provider information online.

IPro:

- 1) Create a measure that would indicate whether the web directory information is more consistent with the MCAPS or the provider network survey. Since the provider network survey provides us with the most up-to-date information on these providers, if it is observed that the web directory is more consistent with the provider network survey responses than with the MCAPS, it is a positive indication that the web directories are kept up-to-date, even more so than the data source of the MCAPS. Conversely, if we observe that the web directory information is more consistent with the MCAPS, it is an indication that the MCOs have to improve on keeping the web directories and other systems updated with the most current information on their provider network.

APPENDIX A: LISTING OF SAMPLED PROVIDERS NOT FOUND IN THE MCO WEB-BASED DIRECTORIES

Anthem Blue Cross Blue Shield

Plan Name	Prov Type	NPI	Name	Address Line 1	Address Line 1	City	State	Zip Code	Phone Number	Specialty
Anthem	P	1114285723	WILLIAMSON, LANCE	225 MEDICAL CENTER DR STE 101		PADUCAH	KY	42003	(270) 441-4357	Nurse Practitioner (Other)
TOTAL										1
Anthem	S	1063569937	BYRD III, WILLIAM B	425 LEWIS HARGETT CIR		LEXINGTON	KY	40503	(859) 268-1030	Anesthesiologist
Anthem	S	1508976192	STILES, ALICE	380 SUWANNEE TRAIL ST		BOWLING GREEN	KY	42103	(270) 901-5000	Certified Clinical Social Worker
Anthem	S	1275671208	CRISP, TIMOTHY	11 CANARY LN		WINCHESTER	KY	40391	(859) 744-7031	General Dentistry Practitioner
Anthem	S	1326122995	DAMRON, STAFFORD	335 YORK ST		NEWPORT	KY	41071	(859) 261-6116	General Dentistry Practitioner
Anthem	S	1366500035	EDENS JR., GREGORY	1750 ALEXANDRIA DR STE 1		LEXINGTON	KY	40504	(859) 277-1180	General Dentistry Practitioner
Anthem	S	1841410537	GROGAN, MILDRED	175 E PEACHTREE ST		CORBIN	KY	40701	(606) 526-9459	Licensed Professional Clinical Counselor
Anthem	S	1104078369	RHINEBURGER, THERESA	2200 E PARRISH AVE BLDG D STE		OWENSBORO	KY	42303	(270) 688-1770	Nurse Practitioner (Other)
Anthem	S	1124173521	JACOB, KEVIN	20 FERGUSON BLVD		DRY RIDGE	KY	41035	(859) 824-1333	Optometrist
Anthem	S	1720058316	KLOSTERMAN, JEFFREY	125 COLLIN DRIVE		HARRODSBURG	KY	40330	(859) 734-2020	Optometrist
Anthem	S	1356493373	BARNHILL, SUZANNE	129 S HIGHWAY 1223		CORBIN	KY	40701	(606) 526-9636	Pediatric Dentist
Anthem	S	1811911480	HISHMEH, FAHED	2558 LARKIN RD STE 110		LEXINGTON	KY	40503	(859) 277-1151	Prosthesis
TOTAL										11

CoventryCares of Kentucky

Plan Name	Prov Type	NPI	Name	Address Line 1	Address Line 1	City	State	Zip Code	Phone Number	Specialty
Coventry	P	1740404375	ABBAS, MUNEL	183 E 2ND AVE		WILLIAMSON	WV	25661	(304) 235-2930	Family Practitioner
Coventry	P	1972731370	FULLER, RENEE	109 DANIEL DR		DANVILLE	KY	40422	(859) 236-3361	Family Practitioner
Coventry	P	1528135852	HARRIS, ERIN E	201 CASSELL DR		KINGSPORT	TN	37660	(423) 245-9600	Family Practitioner
Coventry	P	1982671855	JOHNSON, DOUGLAS	1325 ANDREA ST	STE 200	BOWLING GREEN	KY	42104	(270) 782-5002	Family Practitioner
Coventry	P	1407980154	MALONE, SUELLEN	109 US HIGHWAY 66 E		TELL CITY	IN	47586	(812) 547-3447	Nurse Practitioner (Other)
Coventry	P	1508928896	BIRCH, DAVID	121 BISHOP ST		CORBIN	KY	40701	(606) 528-2124	Physician Assistant
TOTAL										6
Coventry	S	1376614313	HAGERMAN, NANCY	3333 BURNET AVE	ANESTHESIA ML	CINCINNATI	OH	45229	(513) 636-4408	Anesthesiologist
Coventry	S	1922192558	PEPPER, TODD	131 SAUNDERSVILLE RD	STE 160	HENDERSONVILLE	TN	37075	(615) 851-6033	Anesthesiologist
Coventry	S	1629134192	HIGH, ADAM	302 FALLS ST	STE A	LONDON	KY	40741	(606) 878-9300	Chiropractor
Coventry	S	1942370788	HINCKLEY, WILLIAM	234 GOODMAN ST	BARRETT CANCER	CINCINNATI	OH	45219	(513) 584-8500	Emergency Medicine Practitioner
Coventry	S	1861576977	VAEZI, MICHAEL	3601 THE VANDERBILT CLINIC		NASHVILLE	TN	37232	(615) 322-3000	Gastroenterologist
Coventry	S	1407899529	KAPLAN, JENNIFER	3333 BURNET AVE	CRITICAL CARE	CINCINNATI	OH	45229	(513) 636-4259	General Pediatrician
Coventry	S	1821153842	SCOTT, SIMA	815 TRIPLETT ST		OWENSBORO	KY	42303	(270) 683-4517	Physical Therapist
Coventry	S	1871681213	GREENE, GREGORY	9125 CROSS PARK DR	STE 200	KNOXVILLE	TN	37923	(865) 632-5900	Physician Assistant
Coventry	S	1871534131	RIDDLE, MICHAEL	2828 1ST AVE	SUITE 400	HUNTINGTON	WV	25702	(304) 525-6905	Physician Assistant
Coventry	S	1467412049	HORSLEY, BROOKS	1102 S VIRGINIA ST		HOPKINSVILLE	KY	42240	(270) 707-1141	Radiologist
Coventry	S	1760583322	REEDY JR., HAROLD	1 TRILLIUM WAY		CORBIN	KY	40701	(606) 526-8122	Radiologist
Coventry	S	1417984402	SQUIRES, AMANDA	2001 LAUREL AVE	N-304	KNOXVILLE	TN	37916	(865) 595-4100	Radiologist
TOTAL										12

Humana CareSource

Plan Name	Prov Type	NPI	Name	Address Line 1	Address Line 1	City	State	Zip Code	Phone Number	Specialty
Humana	P	1538403514	ROBISON, KATHERINE	2355 POPLAR LEVEL RD STE 200		LOUISVILLE	KY	40217	(502) 636-7444	Nurse Practitioner (Other)
TOTAL										1
Humana	S	1063406031	YUNKUN, JEFFREY	6801 DIXIE HWY STE 130		LOUISVILLE	KY	40258	(502) 587-4404	Anesthesiologist
Humana	S	1558564211	BAYLESS, JARED	200 E CHESTNUT ST		LOUISVILLE	KY	40202	(502) 446-8628	Emergency Medicine Practitioner
TOTAL										2

Passport Health Plan

Plan Name	Prov Type	NPI	Name	Address Line 1	Address Line 1	City	State	Zip Code	Phone Number	Specialty
Passport	P	1306919311	NEWSOME, TARA	24 LEFT PENHOOK RD		HAROLD	KY	41635	(606) 478-8787	Family Practitioner
Passport	P	1811915598	PATEL, ASHISH	107 MERIDIAN WAY STE 200		RICHMOND	KY	40475	(859) 624-6366	Internist
Passport	P	1851549711	DAVIS, HEATHER	121 E MAIN ST		PROVIDENCE	KY	42450	(270) 667-2412	Nurse Practitioner (Other)
Passport	P	1912973173	CLAPP, WILLIAM	1284 US HWY 60 W		MORGANFIELD	KY	42437	(270) 389-2323	Physical Medicine and Rehabilitation Practitioner
TOTAL										4
Passport	S	1205931599	JACKSON, RODNEY	800 ROSE STREET	SUITE D-104	LEXINGTON	KY	40536	(859) 323-8098	General Dentistry Practitioner
Passport	S	1053746149	GRITTON, LINDSEY	110 VILLAGE DR		ELIZABETHTOWN	KY	42701	(270) 763-0728	Licensed Professional Clinical Counselor
Passport	S	1730426896	MILLER-SIMONE, BREE	920 FREDERICA ST STE 308		OWENSBORO	KY	42301	(270) 826-8761	Licensed Professional Clinical Counselor
Passport	S	1841420007	DOTSON, CLAUDE	751 MORTON BLVD		HAZARD	KY	41701	(606) 439-1559	Psychologist
TOTAL										4

WellCare of Kentucky

Plan Name	Prov Type	NPI	Name	Address Line 1	Address Line 1	City	State	Zip Code	Phone Number	Specialty
WellCare	P	1710113535	SHAH, FORAM	1134 MAIN ST		MUNFORDVILLE	KY	42765	(270) 524-3641	Family Practitioner
TOTAL										1
WellCare	S	1477500759	MAYNARD, TODD	64 ROUTE 3 KIRK PLAZA		INEZ	KY	41224	(606) 298-7768	Optometrist
WellCare	S	1316094329	DUVAL, AUSTIN SOPHIE	25 TOWN CENTER BOULEVARD	SUITE 202	CRESTVIEW HILLS	KY	41017	(859) 344-6200	Periodontist
TOTAL										2

APPENDIX B: LISTING OF PROVIDERS WITH INCONSISTENT INFORMATION IN THE MCAPS/PROVIDER NETWORK SURVEY AND THE WEB-BASED PROVIDER DIRECTORIES

1) SITE ADDRESS

CoventryCares of Kentucky

Plan Name	Prov Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Coventry	P	1538310867	EASTON-HOGG, REBEKAH	30 STACY LANE RD, IRVINE, KY, 40336	116 PROGRESS DR, MT. VERNON, KY, 40456	185 NEWCOMB AVE, MT. VERNON, KY, 40456

TOTAL 1

Coventry	S	1588828784	WURTH, BRADLEY	401 BOGLE STREET, SOMERSET, KY, 42503	401 BOGLE STREET, SOMERSET, KY, 42503	1870 OLD LEBANON ROAD, CAMPBELLSVILLE, KY, 42718-9663
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TOTAL 1

Passport Health Plan

Plan Name	Prov Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Passport	S	1588657654	WITTEN, FREDERICK	100 E MARKET ST, LOUISVILLE, KY, 40202	3920 DUPONT SQ SO STE C, LOUISVILLE, KY, 40207	912 DUPONT RD, LOUISVILLE, KY, 40207

TOTAL 1

2) TELEPHONE NUMBER

Anthem Blue Cross Blue Shield

Plan Name	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Anthem	S	1730163270	KURBASIC, MIRZADA	(502) 852-5324		(502) 588-3440

TOTAL 1

Coventry	S	1588828784	WURTH, BRADLEY	(606) 451-0888		(270) 469-1156
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TOTAL 1

Humana CareSource

Plan Name	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Humana	P	1972582104	HYNES, PATRICK	(502) 228-1312		(502) 228-7600
TOTAL						1
Humana	S	1992847008	HARTSOCK, TOM	(999) 999-9999	(606) 432-3603	(999) 999-9999. Not a valid number.
TOTAL						1

Passport Health Plan

Plan Name	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Passport	P	1003892720	PEDERSEN, PAUL	(606) 546-6027		No phone number listed in the web directory.
TOTAL						1
Passport	S	1588657654	WITTEN, FREDERICK	(502) 585-1016	(812) 282-3899	(502) 897-5147
TOTAL						1

WellCare of Kentucky

Plan Name	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
WellCare	P	1386858421	DUNLAP, BRIAN	(304) 691-1300		(304) 339-2273
TOTAL						1
WellCare	S	1801142948	REEVES, CATHY	(270) 240-4682	(270) 926-2131	(270) 926-4100
TOTAL						1

3) PRIMARY SPECIALTY

Passport Health Plan

Plan Name	Prov Type	NPI	Name	MCAPS Primary Specialty	Survey Primary Specialty	Web Primary Specialty
Passport	P	1275642860	HAMNER, DONALD	Physical Medicine and Rehabilitation Practitioner		Family Practice
Passport	P	1295847184	HAYDEN, PATRICK	Physical Medicine and Rehabilitation Practitioner		Family Practice
TOTAL						2
Passport	S	1629125083	UNSELD, CHANTEL	Nurse Practitioner (Other)		OB/Gynecology
Passport	S	1588733919	WOLFORD, STEPHANIE	Neonatologist		Nurse Practitioner
TOTAL						2

WellCare of Kentucky

Plan Name	Prov Type	NPI	Name	MCAPS Primary Specialty	Survey Primary Specialty	Web Primary Specialty
WellCare	S	1124217260	MARINO, ANNA	Endocrinology Diabetes & Metabolism		Internal Medicine
WellCare	S	1194711572	SHAPIRO, JOSEPH	Nephrologist		Internal Medicine

TOTAL 2

4) PROVIDER TYPE

All of the providers and specialists in the validation sample had accurate information listed in the web directories.

5) PANEL STATUS

Anthem Blue Cross Blue Shield

Plan Name	Prov Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
Anthem	P	1154605160	BANKS, SHANA	Open		"Contact the provider to determine if accepting new patients."
Anthem	P	1558404343	GILLIAM, JAI	Open		"Contact the provider to determine if accepting new patients."
Anthem	P	1124165972	HARRISON, WANDA	Open		"Contact the provider to determine if accepting new patients."
Anthem	P	1497782478	LYNCH, JAMES	Open		"Contact the provider to determine if accepting new patients."

TOTAL 4

Passport Health Plan

Plan Name	Prov Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
Passport	P	1275642860	HAMNER, DONALD	Closed		OPEN
Passport	P	1679578058	MASSEY, BROOK	Open		CLOSED

TOTAL 2

WellCare of Kentucky

Plan Name	Prov Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
WellCare	P	1023053147	SEELEY, ELLSWORTH	Open		CLOSED

TOTAL 1

6) LANGUAGE SPOKEN: SPANISH

Anthem Blue Cross Blue Shield

Plan Name	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Anthem	S	1710951942	SHOPTAW JR, JAMES		Yes	No

TOTAL 1

CoventryCares of Kentucky

Plan Name	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Coventry	P	1629270319	MACKAY, CARACE	No		Yes

TOTAL 1

Coventry	S	1679563357	MCCANDLESS, DONNETA		No	
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TOTAL 1

Humana CareSource

Plan Name	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Humana	P	1548366834	UPRETI, NEELAKSHI		Yes	No
Humana	P	1245533884	WALKER, JESSICA		Yes	No

TOTAL 2

7) LANGUAGE SPOKEN: OTHER

Anthem Blue Cross Blue Shield

Plan Name	Prov Type	NPI	Name	MCAPS Lang 1	MCAPS Lang 2	MCAPS Lang 3	MCAPS Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Anthem	P	1679745368	REY, JONATHAN									Castilian			
Anthem	P	1689652281	SANTOS, EDWIN									Tagalog			

TOTAL 2

Anthem	S	1790874626	LEE, DANIEL					Mandarin	Cantonese						
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TOTAL 1

CoventryCares of Kentucky

Plan Name	Prov Type	NPI	Name	MCAPS Lang 1	MCAPS Lang 2	MCAPS Lang 3	MCAPS Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Coventry	P	1629270319	MACKAY, CARACE									Portuguese	Sign Language		

TOTAL 1

APPENDIX C: RESULTS OF THE WEB VALIDATION OF UNDELIVERABLE SURVEYS

Plan Name	Prov Type	NPI	Name	MCAPS Address Line 1	MCAPS Address Line 2	MCAPS City	MCAPS State	MCAPS ZIP	MCAPS Phone Number	Validation Date	Validation Status
Anthem	P	1639137763	DIVELY, KATHLEEN	1055 CORPORATE DR		LAWRENCEBURG	KY	40342	(502) 839-5590	2/10/2015	In web directory
Anthem	P	1124021563	PETROSKY, SUSAN	340 BOGLE ST STE 104		SOMERSET	KY	42503	(606) 677-9250	2/10/2015	Not found in web directory
Anthem	P	1447232020	TYLER, JENNIFER	755 W G L SMITH ST		MORGANTOWN	KY	42261	(270) 783-3573	2/10/2015	In web directory
Anthem	S	1619243268	CURTIS, WILLIAM	800 ROSE ST		LEXINGTON	KY	40536	(859) 323-6080	2/10/2015	In web directory
Anthem	S	1154434884	LORENZO, JOSE	2325 CONCRETE RD		CARLISLE	KY	40311	(859) 289-7181	2/10/2015	In web directory - different address
Anthem	S	1528099835	SOLTAU, JOERN	9880 ANGIES WAY STE 330		LOUISVILLE	KY	40241	(502) 852-5466	2/10/2015	In web directory
Coventry	P	1679677397	BURNETTE, VERA	1060 GRAND AVE		BEATTYVILLE	KY	41311	(606) 464-0108	2/10/2015	Not found in web directory
Coventry	P	1144252123	MEADORS, WILLIAM	800 ROSE ST		LEXINGTON	KY	40536	(859) 323-6494	2/10/2015	In web directory
Coventry	P	1679680052	NEWTON, JACK	811 E PARRISH AVE		OWENSBORO	KY	42303	(270) 691-8040	2/10/2015	In web directory
Coventry	S	1760650261	CONLEY, ELIZABETH	1401 HARRODSBURG RD	STE A510	LEXINGTON	KY	40504	(859) 258-6360	2/10/2015	In web directory
Coventry	S	1619053543	MORRIS, ROBERT	1640 NICHOLASVILLE RD		LEXINGTON	KY	40503	(859) 277-5759	2/10/2015	In web directory
Coventry	S	1346469657	SHAHEEN, MAZEN	100 MEDICAL CENTER DR		PRINCETON	KY	42445	(270) 365-0300	2/10/2015	Not found in web directory
Humana	P	1750535670	BOWLING, KENDALL	21992 MAIN		SCUDDY	KY	41760	(606) 439-1300	2/10/2015	In web directory
Humana	P	1245402163	HARANDI, MIETRA	1031 NEW MOODY LN		LA GRANGE	KY	40031	(502) 222-3312	2/10/2015	In web directory
Humana	P	1962695593	HUNTER, MICHELLE	4965 US HIGHWAY 42 STE 1000		LOUISVILLE	KY	40222	(901) 261-4847	2/10/2015	In web directory
Humana	S	1801907332	DHEENAN, SHEKAR	4700 SMITH RD STE L		CINCINNATI	OH	45212	(513) 793-2835	2/10/2015	In web directory
Humana	S	1730343674	HOBBS, STEPHEN	800 ROSE ST		LEXINGTON	KY	40536	(859) 323-9729	2/10/2015	In web directory
Humana	S	1922120211	WHERRY, MARY	4000 KRESGE WAY		LOUISVILLE	KY	40207	(502) 896-7660	2/10/2015	In web directory
Passport	P	1497910111	CASTLE, JASON	400 UNIVERSITY DR		PRESTONSBURG	KY	41653	(606) 789-2427	2/10/2015	In web directory
Passport	P	1174841357	LOWDENBACK, RACHEL	1532 LONE OAK RD STE 345		PADUCAH	KY	42003	(270) 442-6161	2/10/2015	In web directory
Passport	P	1902885759	SINGH, KAMAL	285 STACKER ST		LEWISBURG	KY	42256	(270) 755-4838	2/10/2015	In web directory
Passport	S	1932361367	DUGGER, MATTHEW	3695 NICHOLASVILLE RD		LEXINGTON	KY	40503	(859) 273-4443	2/10/2015	Not found in web directory
Passport	S	1063763571	MATHEWS, TARAH	295 CAMPBELLSVILLE BYPASS		CAMPBELLSVILLE	KY	42718	(270) 465-2023	2/10/2015	In web directory
Passport	S	1003890666	NICHOLS, ALPHONSO	4010 DUPONT CIRCLE STE 227		LOUISVILLE	KY	40207	(502) 897-9394	2/10/2015	In web directory
WellCare	P	1912268038	DAUGHERTY, ALISSA	200 CLINIC DR		MADISONVILLE	KY	42431	(270) 825-7200	2/10/2015	Not found in web directory
WellCare	P	1952413643	MARSHALL, KASSI	566 HIGHWAY 899		HINDMAN	KY	41822	(606) 785-3164	2/10/2015	In web directory
WellCare	P	1326341314	TEWMEY, JASON	466 LINDEN AVE		HARRODSBURG	KY	40330	(859) 734-5123	2/10/2015	In web directory
WellCare	S	1396836912	FRAGNETO, REGINA	800 ROSE ST		LEXINGTON	KY	40536	(859) 323-5956	2/10/2015	In web directory
WellCare	S	1750388286	HODGE, KENNETH	118 PATRIOT DR	STE 106	BARDSTOWN	KY	40004	(800) 561-2122	2/10/2015	In web directory
WellCare	S	1851649958	MUSTO, LINDSAY	160 LONDON MOUNTAIN VIEW DR		LONDON	KY	40741	(606) 864-0770	2/10/2015	In web directory